

TL9000 and the Quality System

Who is it intended for and what role does it play?

In September 2008 it was 3 years since we officially adopted the obligations of the TL9000 telecommunications standard and became a member of the global Quest Forum association. Since then, our competence has been successfully assessed by the Quality Austria certification house. Our obligations to collect and submit 37 different measured results from the fields of business operations, services and products are now performed and assessed on a monthly basis throughout the Iskratel Group. A reassessment has been scheduled for this year, which will embrace all of Iskratel's business functions, including those of Iskratel's associated companies.

The first assessment within the scope of reassessments began on 20 June for the segment of the service network and local support in the market of the Russian Federation, i.e., in IUT Yekaterinburg and Moscow. The top layer of management **Mr. Davydov**, **Mr. Stojmanovski** and **Mr. Miklav** participated in both the assessment and the discussions. **Mr. Haselbacher**, an experienced QA auditor, tried to identify opportunities where Iskratel could make a process improvement. The good-practice principle he advocates has prompted us to start using his recommendations as soon as possible.

The TL9000 standard is an upgrade of the well-known ISO9001 standard. For us it is of special interest because it is branch oriented and requires monthly obligations to the global Quest Forum association. This encourages us to constantly maintain the system in prime condition, and not just to polish it a few days prior to the audit. The system is always being improved and for us it functions as an early warning. The experiences of the past year have shown us that we indeed required a system of measurable quality indicators for our products and services, and customer relations, always important to us, have now become a measurable category.

The Quest Forum is the global association of certified providers of telecommunications services; it performs the benchmarking of comparable categories in return for payment. In this way it is possible for us to follow results for the best and the worst providers in the fields of repair and maintenance services, logistics and delivery, and the standardized results make it possible to compare product stability over different periods. This is a kind of traffic light for world telecommunications, reflecting the results, which are available to all current and future buyers of our products and services.

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